



A New Initiative from the SWCA Board

Evaluating Technology Infrastructure Improvements For Our Community

Technology Infrastructure Program (TIP)—Newsletter #1 (1/20/17)

Background

During the latter part of 2016, the SWCA Board decided to re-examine the options for providing a modern, state of the art technology infrastructure within Shadow Wood. The benefits of such an improvement are expected to be:

- Reduced costs for Internet & Video Services
- Enhanced reliability due to a completely new infrastructure to replace the existing installed equipment that is increasingly more susceptible to failure
- Increased bandwidth to
 - Ensure consistently faster internet access (not dependent on demand from other residents using the internet simultaneously)
 - Enable easier downloading of large data files, videos, etc.
 - Improve “gaming” interaction and speed (If not for yourself, for Visitors & Grandkids)
- Enhanced resale value of Shadow Wood homes by offering a modern, state of the art technology infrastructure to prospective buyers
- Maintaining pace with other communities in SWFL who are making similar improvements

Approach

As a result of this decision, a team of experienced and interested residents was formed, with the help of the SWCA Board. This team, called the Shadow Wood Infrastructure Committee (SWIC) became operational in December and consists of individuals who have a deep working knowledge of what is currently available for technology infrastructure (i.e., Internet, video, landline phone and security), as well as a view of what potential technologies may be available for residential usage within the foreseeable timeframe. Others on the team have project or general management experience in a variety of industries. Each person was selected based on their willingness to commit to the task at hand, and in several cases, on their involvement in the earlier project assessing “Fiber To The Home” (FTTH).

Within the SWIC, three sub-committees have been formed to focus on the critical aspects relating to:

1. Contract provisions
2. Technology assessment
3. Communication to the residents of Shadow Wood.

This time around, the SWCA Board has opted to retain a consulting firm whose sole business is helping organizations:

- Define the current level of technology used by residents and identify the best enhancements to address future needs
- Develop and issue a Request for Quote (RFQ) to all viable providers
- Evaluate the resulting proposals and recommend the best 2 or 3 for SWIC consideration
- Assist the SWIC in negotiating a final contract with the preferred provider
- Monitor the selected provider's performance over the life of any finalized/signed contract

The consultant will obtain payment (one time) only if and when a final contract from a provider is acceptable to the SWIC, the SWCA board and is approved via a vote of the Shadow Wood residents.

A timetable has been developed with the goal of having a fully negotiated (but not signed) contract with a provider by the end of April followed by a vote by you, the Shadow Wood residents, during the May/June time frame. This is an aggressive schedule but the SWIC feels that it is reasonable because of the experience gained during the last study supplemented by the added expertise and assistance of our consultant. It is the intention of the SWIC to keep all Shadow Wood residents informed of its progress on an on-going basis.

Be assured that the members of the SWIC are fully informed and sensitive to the concerns and issues that have been aired in the past. These will be taken into account in the solicitation, evaluation and negotiations with the various suppliers under consideration. It is important to emphasize that the final decision will rest with the homeowners in Shadow Wood through a vote once a definitive contract has been negotiated--but before it is signed.

Next Steps

In the coming days and weeks, the Communications team will be providing updates on the status of the SWIC's activities and the information needed by you to fully understand the details and the benefits afforded to all Shadow Wood residents as a result of this infrastructure improvement. The first step in that process will be to issue a survey (via Internet) asking you to provide a snap shot of your current provider(s), the services you utilize, the types of applications you use and your current level of satisfaction. The survey will be short (<10 questions) and will require only 1 or 2 minutes of your time. Please complete the survey so that the team and our consultant have the best information available to guide their efforts.

Thank you in advance for your help!

THE SWIC & THE SWCA BOARD